

Program A: Licensing

Program Authorization: Titles 32 and 47 of the Louisiana Revised Statutes

PROGRAM DESCRIPTION

The mission of the Licensing Program of the Office of Motor Vehicles is to serve people through the administration of motor vehicles registration and driver's license laws in a professional, compassionate and responsive manner while maintaining a high standard of quality through an innovative approach to customer service.

The goals of the Licensing Program of the Motor Vehicles are:

1. Improve customer service satisfaction by expediting the services rendered.
2. Through electronic access, improve the quality and quantity of the communication and data share with Louisiana courts, law enforcement agencies, other agencies and the public.
3. Improve the public's awareness of and compliance with Office of Motor Vehicles' rules and policies in order to reduce needless waits in line, unnecessary customer visits to the office and reduce telephone calls to the office.

The Licensing Program through field offices and headquarter units issues Louisiana driver's licenses, identification cards, license plates, registrations and certificates of titles; maintains driving records and vehicle records; enforces the state's mandatory automobile insurance liability insurance laws; reviews and processes files received from law enforcement agencies and courts, governmental agencies, insurance companies and individuals; takes action based on established law, policies and procedures; complies with several federal/state mandated and regulated programs such as Motor Voter Registration process and the Organ Donor process. This program collects over \$700 million in taxes annually.

OBJECTIVES AND PERFORMANCE INDICATORS

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2000-2001. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicator values are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year (the fiscal year of the budget document).

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2000-01. Specific information on program funding is presented in the financial sections that follow performance tables.

1. (KEY) To reduce the number of walk-in customers by 5% from FY 1999-00 level (2,922,881) through the increased utilization of alternative methods for renewal of driver's licenses.

Strategic link: This operational objective is an effort to partially accomplish Strategic Objective III.1: *To reduce by 10% number of customer visits and calls to local offices.*

Explanatory Note: The agency is currently working with IBM and the Public Safety Information Services to develop address change capabilities, driver's license renewal, and access to driver's guide via the internet. Current year (FY 1999-00) funding has been made available to expand the Office of Motor Vehicle's e-commerce capabilities.

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-99	ACTUAL YEAREND PERFORMANCE FY 1998-99	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
K	Number of walk-in customers	Not applicable ¹	2,953,976	Not applicable ¹	2,922,881 ¹	2,776,737	2,776,737
K	Percentage of Class D and E driver's license returned and processed by mail	15%	30.2%	54% ²	54% ²	38%	38%
S	Number of driver's license class D and E license renewal invitations mailed	Not applicable ³	283,951	312,312	312,312	272,432	272,432
K	Percentage of identification cards returned and processed by mail	18%	1.1% ⁴	18% ⁵	18% ⁵	1%	1%
S	Number of identification card invitations mailed	Not applicable ³	69,173	52,176	52,176	86,705	86,705
K	Percentage of vehicle registration renewals returned and processed by mail	55%	54.2%	52% ⁶	52% ⁶	54%	54%
K	Percentage of vehicle registration renewals returned and processed via internet	Not applicable ⁷	Not applicable ⁷	Not applicable ⁷	1% ⁷	1%	1%
K	Percentage of vehicle registration renewals returned and processed via conversant	Not applicable ⁷	Not applicable ⁷	Not applicable ⁷	1% ⁷	1%	1%
S	Number of vehicle registration invitations mailed	Not applicable ³	1,264,452	1,270,892	1,270,892	1,250,450	1,250,450

- ¹ This is a new performance indicator that did not appear under Act 19 of 1998 or Act 10 of 1999; it has no performance standard for FY 1998-99 or FY 1999-00. The value shown for existing performance standard is an estimate not a standard.
- ² Although the FY 1999-00 performance standard for this program is 54%, the Office of Motor Vehicles indicated in its FY 1999-00 First and Second Quarter Performance Progress Reports that it currently anticipates the yearend level to be 38%. The program has not been utilized by the original projection of customers. The department anticipates an even smaller percentage of utilization in the future due to e-commerce.
- ³ This was a new performance indicator for FY 1998-99. It did not appear under Act 19 and therefore had no FY 1998-99 performance standard.
- ⁴ Identification card renewals were halted by court order in FY 1997-98 because of conflicts with requirements of the Motor Voter Registration act and usage was slow after the renewal option was resumed.
- ⁵ Although the FY 1999-00 performance standard for this program is 18%, the Office of Motor Vehicles indicated in its FY 1999-00 First and Second Quarter Performance Progress Reports that it currently anticipates the yearend level to be .05%. Identification cards have not received the response anticipated when the program was first implemented.
- ⁶ Although the FY 1999-00 performance standard for this program is 52%, the Office of Motor Vehicles indicated in its FY 1999-00 First and Second Quarter Performance Progress Reports that it currently anticipates the yearend level to be 46%.
- ⁷ This is a new performance indicator that did not appear under Act 19 of 1998 or Act 10 of 1999; it has no performance standard for FY 1998-99 or FY 1999-00. Performance data for this indicator was not tracked during FY 1998-99 because the application has been online only since July 1, 1999. The value shown for existing performance standard is an estimate not a standard.

2. (SUPPORTING) To process suspensions for DWI arrests/convictions and revocations for compulsory insurance violations within an average of 25 working days.

Strategic Link: This operational objective contributes toward the accomplishment of Strategic Objective I.1: *To improve customer satisfaction by 10% by June 30, 2003*

Explanatory Note: The Licensing Program takes revocation action on all vehicles owners and drivers who are not in compliance with the state's compulsory insurance law. The program also takes suspensive action in cases where a drivers license holder refuses to submit to sobriety tests; when alcohol analysis test reveals an alcohol content of .10% or above in cases of Class "D" or "E" licenses or .04% or above in cases of Class "A", "B", or "C" licenses and minors; or upon receipt of certain convictions requiring a suspension against driving privileges. For historic information on the numbers of DWI suspensions and compulsory insurance revocations, see the General Performance Information table that follows this objective.

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-1999	ACTUAL YEAREND PERFORMANCE FY 1998-1999	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
S	Average turnaround processing time for DWI suspensions and compulsory insurance revocations (in days)	25	25	25	25	25	25

GENERAL PERFORMANCE INFORMATION: DWI SUSPENSIONS AND COMPULSORY INSURANCE REVOCATIONS			
PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99
Average turnaround processing time for DWI suspensions and compulsory insurance revocations (in days)	Not available	25	25
Number of compulsory insurance revocations	273,767	200,438	268,707
Number of DWI administrative arrests suspensions	22,543	20,696	23,201
Number of DWI court convictions suspensions	12,127	6,832	7,369

3. (SUPPORTING) To increase customer service by operating a One-stop Truck Center and three metropolitan-area, easy-access "renewal only" express locations.

Strategic Link: This operational objective reflects efforts to accomplish Strategic Objective I.1: *To improve customer satisfaction by 10% by June 30, 2003.*

Explanatory Note: The Licensing Program is monitoring the impact if the One-stop Truck Center, which opened on September 1, 1997, for possible expansion into other areas within the state. This truck center is equipped to process apportioned license plates, cab cards, 48-hour trip permits, and titling/collection of sales/use tax on trucks, commercial driver's license; and express dealership/title company registration files.

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-1999	ACTUAL YEAREND PERFORMANCE FY 1998-1999	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
	One-stop Truck Center:						
S	Number of customers served	8,820	9,401	30,410	30,410	30,410	30,410
S	Average customer waiting time for Commercial Drivers License (CDL) transaction (in minutes)	Not applicable ¹	Not available ¹	15	15	15	15
S	Average wait time for IRP transaction during peak ² rush months (January - March) (in hours)	Not applicable ¹	Not available ¹	3	3	3	3
S	Average wait time for IRP transaction during non- ² peak rush months (April - December) (in minutes)	Not applicable ¹	Not available ¹	45	45	45	45
	Express Offices:						
S	Number of express office locations	Not applicable ¹	Not applicable ³	2 ⁴	2 ⁴	2	2
S	Number of customers served	Not applicable ¹	Not applicable ³	31,140 ⁵	31,140 ⁵	60,000	60,000
S	Average wait time to serve customers (in minutes)	Not applicable ¹	Not applicable ³	18 ⁶	18 ⁶	18	18

¹ This was a new performance indicator for FY 1998-99. It did not appear under Act 19 and therefore had no FY 1998-99 performance standard, or actual figure.

² The International Registration Plan (IRP) is a registration reciprocity agreement among the states and provinces of Canada for payment of license fees on the basis of fleet miles operated in various jurisdictions. The unique feature the IRP is that, even though license fees are paid to the various jurisdictions in which fleet vehicles are operated, only one license plate and one cab card (registration certificate) is issued for each fleet vehicle when registered under the plan. A fleet vehicle is known as an apportionable vehicle and such vehicle, so far as registration is concerned, may be operated both interjurisdictionally and intrajurisdictionally.

³ Express offices were opened in FY 1999-00. There are no data for FY 1998-99.

⁴ Although the FY 1999-00 performance standard for this program is 2, the Office of Motor Vehicles indicated in its FY 1999-00 First and Second Quarter Performance Progress Reports that the number of express office locations opened in FY 1999-00 is actually 3.

⁵ Although the FY 1999-00 performance standard for this program is 31,140, the Office of Motor Vehicles indicated in its FY 1999-00 First and Second Quarter Performance Progress Reports that it currently anticipates the yearend number to be 60,000, almost double the performance standard.

⁶ Although the FY 1999-00 performance standard for this program is 18 minutes, the Office of Motor Vehicles indicated in its FY 1999-00 First and Second Quarter Performance Progress Reports that it currently anticipates the yearend number to be 6 minutes, one-third the performance standard.

RESOURCE ALLOCATION FOR THE PROGRAM

	ACTUAL 1998-1999	ACT 10 1999- 2000	EXISTING 1999- 2000	CONTINUATION 2000 - 2001	RECOMMENDED 2000 - 2001	RECOMMENDED OVER/(UNDER) EXISTING
MEANS OF FINANCING:						
STATE GENERAL FUND (Direct)	\$352,495	\$0	\$800,000	\$772,772	\$1,483,985	\$683,985
STATE GENERAL FUND BY:						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-gen. Revenues	35,452,413	38,846,391	38,783,900	39,775,370	38,437,235	(346,665)
Statutory Dedications	0	22,000	22,000	22,000	22,000	0
Interim Emergency Board	0	0	0	0	0	0
FEDERAL FUNDS	0	206,946	206,946	206,946	206,946	0
TOTAL MEANS OF FINANCING	<u>\$35,804,908</u>	<u>\$39,075,337</u>	<u>\$39,812,846</u>	<u>\$40,777,088</u>	<u>\$40,150,166</u>	<u>\$337,320</u>
EXPENDITURES & REQUEST:						
Salaries	\$19,275,679	\$21,389,550	\$21,336,690	\$22,311,588	\$21,312,647	(\$24,043)
Other Compensation	1,197,810	438,672	438,672	438,672	438,672	0
Related Benefits	4,130,306	4,305,844	4,296,213	4,430,748	5,169,066	872,853
Total Operating Expenses	5,581,519	6,904,435	7,677,207	7,569,844	7,267,056	(410,151)
Professional Services	0	0	0	0	0	0
Total Other Charges	5,541,623	5,719,816	5,719,816	5,654,336	5,592,925	(126,891)
Total Acq. & Major Repairs	77,971	317,020	344,248	371,900	369,800	25,552
TOTAL EXPENDITURES AND REQUEST	<u>\$35,804,908</u>	<u>\$39,075,337</u>	<u>\$39,812,846</u>	<u>\$40,777,088</u>	<u>\$40,150,166</u>	<u>\$337,320</u>
AUTHORIZED FULL-TIME EQUIVALENTS: Classified	869	884	883	883	856	(27)
Unclassified	1	1	1	1	1	0
TOTAL	<u>870</u>	<u>885</u>	<u>884</u>	<u>884</u>	<u>857</u>	<u>(27)</u>

SOURCE OF FUNDING

This program is funded with State General Fund, Fees and Self-generated Revenues, Statutory Dedications and Federal Funds. The Fees and Self-generated Revenues are derived through the issuance of drivers licenses reinstatement fees, provision of drivers records to insurance companies and various compulsory insurance administrative fees. Of major importance is the \$5.50 handling fee on all non-title motor vehicle transactions as authorized by R.S. 39:55.2. The Statutory Dedication is derived from the Office of Motor Vehicles Testing Fund. (Per R.S. 39:32B(8), see table below for a listing of expenditures out of each statutory dedicated fund.) The National Highway Traffic Administration provides a grant to the office to identify problem drivers.

Office of Motor Vehicle Testing Fund

ACTUAL 1998-1999	ACT 10 1999- 2000	EXISTING 1999- 2000	CONTINUATION 2000 - 2001	RECOMMENDED 2000 - 2001	RECOMMENDED OVER/(UNDER) EXISTING
\$0	\$22,000	\$22,000	\$22,000	\$22,000	\$0

ANALYSIS OF RECOMMENDATION

GENERAL FUND	TOTAL	T.O.	DESCRIPTION
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\$0	\$39,075,337	885	ACT 10 FISCAL YEAR 1999-2000
			BA-7 TRANSACTIONS:
\$800,000	\$800,000	0	Establishment of a toll free hotline
\$0	(\$62,491)	(1)	Transfer position to the Office of Legal Affairs
\$800,000	\$39,812,846	884	EXISTING OPERATING BUDGET – December 3, 1999
\$0	\$723,895	0	Annualization of FY 1999-2000 Classified State Employees Merit Increase
\$0	\$385,538	0	Classified State Employees Merit Increases for FY 2000-2001
\$0	(\$203,974)	0	Risk Management Adjustment
\$0	\$369,800	0	Acquisitions & Major Repairs
(\$27,228)	(\$344,248)	0	Non-Recurring Acquisitions & Major Repairs
\$0	\$936	0	Maintenance of State-Owned Buildings
\$0	\$490,266	0	Salary Base Adjustment
\$0	(\$1,379,874)	0	Attrition Adjustment
(\$8,787)	(\$237,456)	(27)	Personnel Reductions
\$0	(\$206,177)	0	Salary Funding from Other Line Items
\$0	\$18,614	0	Civil Service Fees
\$720,000	\$720,000	0	Other Adjustments - Retirees group insurance
\$1,483,985	\$40,150,166	857	TOTAL RECOMMENDED
\$0	\$0	0	LESS GOVERNOR'S SUPPLEMENTARY RECOMMENDATIONS
\$1,483,985	\$40,150,166	857	BASE EXECUTIVE BUDGET FISCAL YEAR 2000-2001
			SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON SALES TAX RENEWAL:
\$0	\$0	0	None

\$0	\$0	0	TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON SALES TAX RENEWAL
			SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE:
\$0	\$0	0	None
\$0	\$0	0	TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE
\$1,483,985	\$40,150,166	857	GRAND TOTAL RECOMMENDED

The total means of financing for this program is recommended at 100.8% of the existing operating budget. It represents 79% of the total request (\$50,795,256) for this program. Significant adjustments for which increases have been provided include retirees group insurance and replacement acquisitions. Adjustments for which reduced funding has been provided include the statewide personnel reductions and risk management premiums.

PROFESSIONAL SERVICES

This program does not have funding for Professional Services for Fiscal Year 2000-2001

OTHER CHARGES

\$77,300	Court fees
\$77,300	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$5,216,361	Transferred to Management and Finance for data processing rental, postage telephone and utilities
\$82,962	Transferred to State Police for automotive maintenance
\$36,070	Maintenance of state buildings
\$91,198	Rent for state-owned buildings
\$89,034	Civil Service/CPTP charges
\$5,515,625	SUB-TOTAL INTERAGENCY TRANSFERS
\$5,592,925	TOTAL OTHER CHARGES

ACQUISITIONS AND MAJOR REPAIRS

\$279,800	Replacement computer equipment
\$90,000	Six replacement vehicles

\$369,800	TOTAL ACQUISITIONS AND MAJOR REPAIRS
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